

IMPORTANT NOTICE REGARDING USE OF URGENT CARE CENTERS

In order to improve our ability to coordinate care for our patients, regardless of care location, Martin Army Community Hospital is implementing a change regarding the use of Urgent Care Centers.

Effective 17 November 2014 – All Non-Active Duty Tricare Prime beneficiaries with a Primary Care Manager at Martin Army Community Hospital will require an authorization/control number prior to receiving care at an Urgent Care Center.

Authorization/control numbers for urgent, same day care may be provided to patients on an as needed basis through the Martin Army Community Hospital Care Line or 24 hour Nurse Advice Line.

After 17 November 2014, any visit to an Urgent Care Center without an authorization/control number will be cost-shared under the Point of Service Option. Fiscal Year Deductible: \$300 (individual) \$600 (family) and 50% of remaining costs.

Martin Army Community Hospital provides a range of options for access to healthcare...

- For telephone consultations and appointments with your Care Team call the **Care Line** 1-800-544-CARE (2273) between the hours of 0700 – 1600 (excluding Weekends, Federal Holidays, and Hospital Training Holidays).
- For walk-in care of minor illnesses and injuries arising after school or work, visit the **After Hours Care Clinic** at North Columbus Medical Home 1100 Brookstone Centre Parkway, Suite 101, Columbus, GA. The After Hours Care Clinic is open to all TRICARE Prime beneficiaries over 2 months of age from 1730-2000 Monday – Friday, excluding Federal and Training Holidays. No authorization/control number is required for the After Hours Care Clinic.
- The TRICARE **Nurse Advice Line** is available 24 hours a day, 7 days a week at 1-800-TRICARE (874-2273), Option 1. A team of registered nurses are available to answer a variety of urgent healthcare questions. The Nurse Advice Line provides guidance and expert advice to help you decide whether self-care is the best option or if it is better to see a healthcare provider.
- **Secure Messaging** is a secure web-based service connecting patients with their Care Team. Patients can initiate a webVisit® consultation, receive preventive care reminders, send a note to the provider's office, request prescription renewals and refills, request lab or test results, and request appointments. Register online at relayhealth.com.

URGENT CARE CENTERS in Columbus, Opelika, and Auburn (Call for Days and Business Hours):

Med Care, 5612 Whitesville Rd, Columbus GA 31904, 706-322-2223

Capri Medical Group LLC, 6400 Flat Rock Rd, Columbus GA 31907, 706-478-5858

Concentra Urgent Care, 1051 Talbotton Rd, Columbus GA 31904, 866-944-6046

Pediatrics After-Hours, 705 17th St, Suite 107, Columbus GA 31901, 706-571-1665

Pediatric Acute Care of Columbus, 5555 Whittlesey Blvd, Ste L-1, Columbus GA 31909, 706-507-5577

Auburn Urgent Care, 2638 Enterprise Dr., Opelika AL 36801, 334-749-9191

Auburn Urgent Care II, 1456 Opelika Rd., Auburn, AL 36830, 334-826-8950

My Care, (also known as Regional Urgent Care Center), 616 19th Street, Ste 200, Columbus, GA 31901, 706-494-4949,

My Care, 7301 Blackmon Road, Columbus, GA 31909, 706-321-3760

St. Francis Urgent Care LLC, 3465 Macon Rd, Suite D, Columbus GA 31907, 706-243-3051

*****In case of Emergency, please call 911 or go to the nearest Emergency Room*****